

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/895,456	06/29/2001	Anil K. Annadata	M-11830 US

CONFIRMATION NO. 9005

## FORMALITIES LETTER



\*OC000000006452155\*

Mary Jo Bertani  
SKJERVEN MORRILL MacPHERSON LLP  
Suite 700  
25 Metro Drive  
San Jose, CA 95110-1349

Date Mailed: 08/21/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice MUST be returned with the reply.*

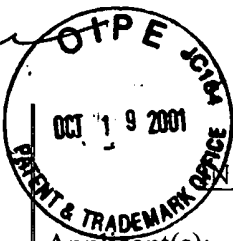
M-J  
Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

01/11/2002 MBERHE 00000090 192386 09895456

01 FC:105 130.00 CH



THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Anil Kumar Annadata; Wai Hong Pak; Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System And Method For Multi-Channel Communication Queuing Using Routing And Escalation Rules  
Serial No.: 09/895,456 ✓ Filing Date: June 29, 2001  
Examiner: To Be Assigned Group Art Unit: To Be Assigned  
Docket No.: M-11830 US

Newport Beach, California  
October 19, 2001

BOX MISSING PARTS  
COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

RESPONSE TO NOTICE TO FILE MISSING PARTS OF  
NON-PROVISIONAL APPLICATION - FILING DATE GRANTED

Dear Sir:

In response to the "Notice to File Missing Parts of Non-Provisional Application - Filing Date Granted" mailed by the United States Patent and Trademark Office on August 21, 2001, the following documents are enclosed to complete the filing of the above-identified patent application:

1. Copy of Notice to File Missing Parts of Non-Provisional Application - Filing Date Granted; and
2. A declaration signed by the inventors in compliance with 37 CFR 1.63.

The United States Patent and Trademark Office is hereby authorized to charge the following fees to Deposit Account No. 19-2386:

- |  |          |
|--|----------|
| 1. Surcharge for filing declaration on a date later than the filing date of the application. | \$130.00 |
|--|----------|

**TOTAL FEES:** **\$ 130.00**

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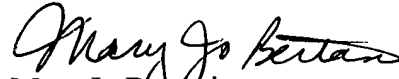
The Commissioner is hereby authorized to charge any additional fees, which may be required, or credit any overpayment to Deposit Account No. 19-2386.

It is hereby respectfully submitted that the enclosed documents complete the filing of the above patent application and justify the filing date of June 29, 2001. Please telephone the undersigned at (949) 718-5200, if there are any questions. This form is being submitted in duplicate.

EXPRESS MAIL LABEL NO:

EV004869123US

Respectfully submitted,



Mary Jo Bertani

Attorney for Applicant(s)

Reg. No. 42,321

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